shareholder in the following companies :

(i) J.& R. Hutchison Ltd.

(ii) The Hooghly Mills Co. Ltd.

(iii) Meenakshi Projects Ltd.

(iv) Anandam Ltd.

(v) Hitchi Properties (P) Ltd.

Outstanding dues of NALCO against State Electricity Board, Orissa

*128. SHBI BASUDEB MOHAPATRA : Will the Minister of STEEL AND MINES be pleased to state:

(a) whether it is a fact that the Orissa State Electricity Board owes over a crore of rupees to National Aluminium Company Ltd. (NALCO) towards arrears in payment of dues for supply of power to its grid ;

(b) if so, what are the details thereof ;

(c) how much power is being produced from the captive power units of NALCO per annum; and

(d) what action has been taken by Government to realise the arrear?

THE MINISTER OF STEEL AND MINES WITH ADDITIONAL CHARGE OF THE MINISTRY OF LAW AND JUSTICE (SHRI DINESH GOSWAMI) : (a) and (b) Orissa State Electricity Board (OSEB) owes National Aluminium Company Limited (NALCO) about Rs. 50 crores as dues for supply of power.

(c) During 1989-90, NALCO produced 2533 million units from its Captive Power Plant at Angul.

(d) NALCO is in regular contact with OSEB to recover the arrears.

Deterioration In Customer Service in Nationalised Banks

*130. SHRI MENTAY PADMANABHAM : Will the Minister of FINANCE be pleased to state :

(a) whether there has been *a.* deterioration in customer service in nationalised banks in the past two years ;

(b) whether it is a fact that the Branch Managers are not empowered to deal with erring staff in matters of efficiency and courtesy;

(c) whether it is also a fact that the delay involved in cashing outstation cheques is considerable ;

(d) whether it is also a fact that banks refuse to issue demand drafts for places where their branches are not situated; and

(d) if so, what steps are being taken to ensure better customer service in the nationalised banks ?

THE DEPUTY MINISTER IN THE MINISTRY OF FINANCE (SHRI ANIL SHASTRI) : (a) to (e) While the scope and need for improving further the customer ser-bice in banks is recognised, according to available assessment, there has been improvement in the customer service of the banks in the past two years.

Reserve Bank of India has reported that the Branch Managers have powers/authority to deal with erring staff in matters of efficiency and courtesy.

It has been the endeavour of the public sector banks to effect clearance of outstation cheques as speedily as possible. Introduction of Magnetic Ink Character Recognition (MICR) technology, computerisation of Clearing Houses, establishment of National Clearing of outstanding MICR cheques and increased use of courier service are